

Job Title: Assistant to the Sewer Business Manager	Hours per week: 19	FLSA Status: Non-Exempt
Reports To: Sewer Business Manager	Department: DPW	Grade: 8 (SAP)
Created date: 02/06/21	Revised date:	Approved date: 02/24/21
Created by: J. Belliveau	Revised by:	Approved by: Personnel Committee

TOWN OF LUNENBURG

ASSISTANT TO THE SEWER BUSINESS MANAGER

Statement of Duties:

Performs a variety of skilled semi-complex administrative and clerical work to assist the Sewer Business Manager in the Sewer division. Assists with the sewer billing and staff activities related to these functions. Provides customer service. Balances sewer accounts with Treasurer. Coordinates meetings of Sewer Commission.

Supervision:

Works under the general direction of the Sewer Business Manager. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

The employee is not required to regularly supervise any Town employees.

Job Environment:

Work is performed under typical office conditions; attends evening meetings as needed, whether in-person or virtually.

Frequent interruptions to assist citizens by phone, email, or in-person visits.

Operates computer and general office equipment, such as calculator, copier, scanner and facsimile machine.

Errors could result in excessive costs, major financial losses from unauthorized expenditures, failure to receive funds due, or deterioration of the Town's financial position; errors may also result in legal ramifications.

Essential Functions:

Essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Serves as Assistant to the Sewer Business Manager.

Familiarity with and ability to explain departmental rules, regulations, forms and applications, and handle routine complaints or inquiries.

Assists with quarterly and final reading sewer billing, typing correspondence, reports, answering phones, relaying messages and making appointments. Refers the more difficult or complex administrative issues and technical operating issues to the Sewer Business Manager.

Assists in maintaining billing, property, and account records.

Answer inquiries about sewer connections, calculate connection fees, accept permit applications for processing and track connections through to completion. Coordinates collecting appropriate fees and licensing for drain layers and property owners for sewer installations.

Communicate with food service establishments regarding maintaining compliance, annual permit process and regulations. Update Grease Trap spreadsheets with all compliance activity.

Posts adjustments and refunds, produces warrants and commitments, creates correspondence requesting for payment, and posts activity to MUNIS and applicable databases.

Monitors new connections, ownership and address changes, generates and mails bills according to established schedule, monitors and processes demand bills, processes problem accounts, reviews accounts scheduled for liens.

Process payments for all departmental activity and provide accurate payment information to be brought to Collector's Office.

Implements usage charge changes, coordinating with the Director of Public Works and Sewer Commission.

Communications with other Town agencies (Lunenburg Water, Board of Health) and Town departments (Select Board's office, Accountant, Collector's, Building Dept., Assessors', etc.) to meet job responsibilities.

Refers technical operating issues to the Sewer Business Manager, Director of Public Works, or other appropriate staff.

Develops recommendations for changes in office procedures and policies to be reviewed by the Sewer Business Manager and/or Director of Public Works. Oversees implementation of approved changes to procedures and policies.

Assists with development and presentation of operating and capital budgets, expends funds and monitors/controls expenses, prepares bid specifications, and recommends selection of vendors, contractors, etc., coordinating with the Sewer Business Manager, Director of Public Works and Sewer Commission.

Establishes and maintains departmental files, maintains confidentiality of information, departmental plans, etc. within guidelines for public disclosure.

Serves as point of contact for and tracks activities of subcontractors, excavators, drain layers, project engineers, and consulting engineers for the Sewer Commission.

Perform other related duties as assigned.

Recommended Minimum Qualifications

Education and Experience:

Associates Degree or equivalent in Business Administration or related field. Minimum of 2 years' experience with administrative and bookkeeping duties including familiarity with departmental operations; or any combination of education and experience. Experience with MUNIS desirable. Familiarity with municipal practices preferred.

Attend periodic trainings as directed in order to expand knowledge of practices and procedures.

Knowledge, Ability and Skill

Knowledge: Working knowledge of accounting, bookkeeping and administrative skills. Experience with Microsoft Word, Excel, Access. Basic computer skills, excellent communication skills. Specialized knowledge of divisional operations. Thorough knowledge of Town By-law and regulations.

Ability: Ability to work in team atmosphere. Ability to multi-task, be adaptable and responsive to changes. Ability to prioritize and meet deadlines. Ability to learn new concepts and technology. Ability to work independently. Strong ability to understand and follow oral and written instructions.

Skill: Skill in working with numbers and detail. Strong planning and organizational skills. Detail-oriented. Excellent customer service skills.

Physical and Mental Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimal physical effort required to perform functions under typical office conditions. Position requires the ability to operate a keyboard and standard office equipment at an efficient speed. The employee is required to use hands to finger, handle or feel objects, tools, or controls and to reach with hands and arms. The employee is frequently required to sit for extended periods of time, and to talk and hear. For filing of records, employee must be able to stand for extended period and lift up to 20 pounds. Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)

Approved:

Department Head

date

Town Manager

date

Personnel Committee Chair

date